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For Immediate Release:

Officials Seeing Slow Improvements in Tank Levels and System Pressures Urging Property Owners to Check Their Properties For Leaks

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12:15 p.m.

Clayton County Water Authority (CCWA) officials are reporting slow improvements to the system as they urge property owners to check their property for internal leaks. It is critical that all leaks are identified as quickly as possible and repaired, or the meter shut off to stop water from flowing and pulling from our distribution system.

"We are seeing slow improvements in tank levels and system pressures as leaks are identified and repaired. Identifying leaks and main breaks on our side of the system and customers identifying leaks on their side is making a difference," says CCWA General Manager H. Bernard Franks.

"As we work to make repairs in the system, crews have found empty commercial buildings with water running off the property or the roof because of internal line breaks. Once we see that, we can shut off the meter. Until these are reported to us, or we see them ourselves, that water is being lost from our distribution system. This results in thousands of gallons lost from our system," Franks adds.

Property owners with leaks on their side of the system need to have a plumber or maintenance staff repair these leaks as soon as possible and keep the water off until they are repaired.

"While we cannot provide a projected timeline for a return to a normal state, please be assured we are working around the clock and improvements are being made," Franks adds.

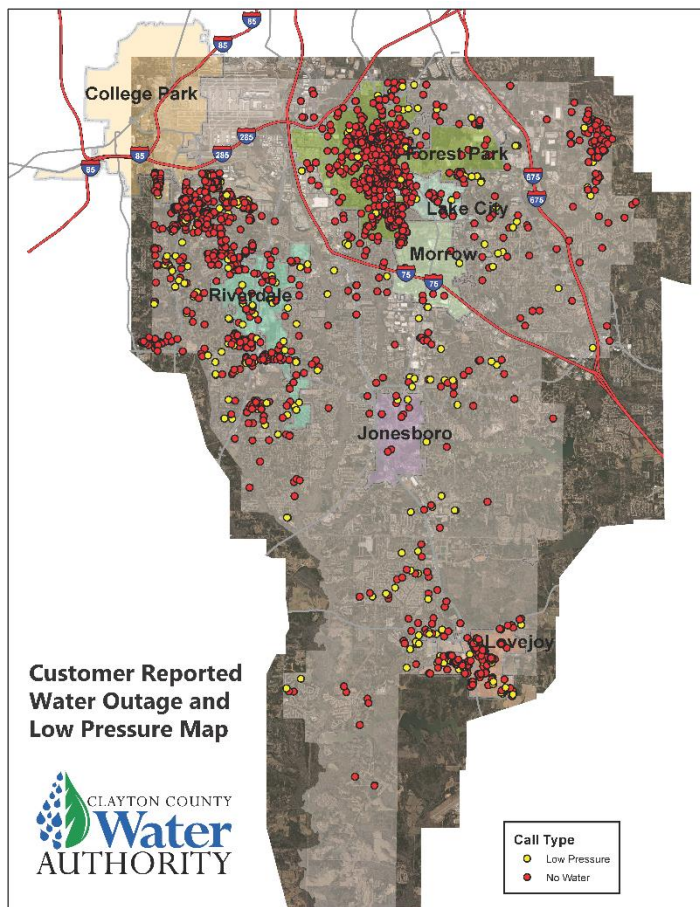
We know customers want to understand what happened. The freezing temps that hit Metro Atlanta over the holiday weekend resulting in frozen pipes and main breaks causing low pressure and water outages for some parts of our county, particularly in Forest Park, Ellenwood and Riverdale. Subfreezing temperatures lasting several days like we have experienced can have a huge impact on a water distribution system. Pipes burst because the water inside them expands as it gets close to

freezing, and this causes an increase in pressure inside the pipe. When the pressure gets too high for the pipe to contain, it ruptures. Soil can contract and expand and cause the pipe to burst as well. Having small and large pipes burst throughout the county has a major impact on our system being able to maintain storage and pressure. That is why it is critical to identify leaks as quickly as possible so water can be shut off.

Once system pressure drops below 20 psi, all water providers are required by Georgia Environmental Protection Division (EPD) to issue a boil water advisory as a precaution for affected areas. This boil water will last for customers with low pressure until pressures are back to normal and required testing confirms water meets all parameters and is safe to consume without boiling first. Customers with no water will be required to boil their water once service is restored to their home or business. We will share updates to the boil water advisory as we are able to restore service back to normal.

Customers who have low pressure or no water may find they have leaks once pressure and service is restored. If they have leaks, they should contact a plumber as soon as possible. As customers see improvements in pressure, they will probably experience air in their lines and discoloration issues. Typically running cold water for a few minutes clears this up.

This map shows where customers have contacted us for low pressure and no water. Our Call Center agents have handled 2,516 calls and our Social Media Care Team has logged more than 1,500 reports since Monday.



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